



City of Kingman, Arizona

Classification: Loss Control Technician
Department: Human Resources/Risk Management
Accountable To: Human Resources/Risk Management Director
Created/Revised Date: June 2015
FLSA Status: Non-Exempt **Salary Grade:** 209 **Band:** B **EEO4:** 3

GENERAL DESCRIPTION OF POSITION

Perform complex work involved in the administration and implementation of the City's liability, property and automobile claims program. Responsible for activities of employee safety in the development, implementation and coordination of the City's safety and industrial hygiene programs to ensure compliance with local, state and federal safety regulations. Provides assistance to employees and departments in safety training, accident and injury prevention, compliance assistance and safety inspections for all city operations, buildings and employees.

SUPERVISION RECEIVED

Works under the direct supervision of the Human Resources/Risk Management Director.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Participates in survey of city owned real estate property, facilities and equipment for value and updates property, auto and equipment schedule for commercial insurance purposes.
- Assists in the collection of information for liability claims including researching claim information by gathering accurate data related to the claim, may interview witnesses, take photographs and prepare report of findings.
- Provides the initial contact with claimants and informs them of the claims process.
- Sets up claim files to track claimant information as received.
- Coordinates repair or replacement of damaged City property. Prepares claim payments and purchase orders for approval for replacement of City equipment. Initiate claim and follow-up on subrogation as necessary.
- Develops and maintains databases for property, liability, and incidents.
- Files restitution claims, tracks and receipts in payments.
- Maintains certificates of insurance (COI) and endorsements, tracks expiration and requests updated COI as needed. With approval, orders COI for City contracts updating as needed to ensure contract compliance. With approval, orders notary bonds.
- Establishes and maintains log of all active, inactive and archived claim, incident and restitution files.
- Completes first report of employee injury, collects information regarding cause of injury, and files claim with ICA and workers' compensation carrier. In conjunction with carrier, coordinate injured employee care and claim resolution; monitors employee for return to work options and identifies modified duty assignments where appropriate and coordinates placement.
- Integrates approved workers' compensation benefits and other city pay supplements for which the employee may be eligible by coordinating with HR staff and the city payroll department.
- Creates and maintains OSHA logs and other databases to track employee injuries, exposures and illnesses keeping the City in compliance with required data.

- Develops and maintains databases for workers' compensation injury reports filings, medical records, and medical surveillance tracking for clearances.
- Develops and maintains databases for CDL physical exams, immunizations, and other required information.
- Works with HR staff for coordination FMLA regulations for of employee injuries involving time off work and duty restrictions.
- Assists Risk Manager in monitoring and administering the Drug Free Workplace program, including random, post-accident, reasonable suspicion, return to duty, and follow up testing of employees ensuring compliance with DOT regulations, including monitoring and oversight of trainings. Keeps database of screenings for each calendar quarter and calendar year ensuring appropriate testing frequency. Assists with audit reviews by state and federal regulatory agencies.
- Develops safety forms, spreadsheets and reports; formulate PowerPoint graphic material and other training materials, update Risk Division programs, documents, and publications and newsletters using desk top publishing.
- Participates in and provides Risk staff support for city-wide Safety Committee; develops agendas, minutes and other needed materials to members.
- Maintain City intranet and external websites for Risk Management division.
- Assists in the development and updates of the loss control and safety policies and safety initiatives.
- Assists in conducting job hazard and risk assessments using safety, industrial hygiene, emergency response, and occupational health fundamentals; recognizes and identifies potential risk situations and recommends preventative measures.
- Assists in provides technical support and training in multiple safety categories; tracks and monitors all employee safety training or coordinating such activities.
- Assists in conducting safety and facility inspections, investigating accidents and incidents and preparing reports to determine cause and necessary corrective action. Conducts follow-up on corrective measures.
- Develops statistical reports on claims trends, resolution and loss control.
- Participates in new hire orientation, orders and conducts background investigation, and controlled substance and alcohol testing regulations are followed.
- Assists in review of contracts and special event permits for insurance compliance.
- Assists departments in establishing safety objectives, plan programs to achieve safety objectives and integrate safety into the culture of the organization.
- Maintains records of risk management information to meet government requirements. Ensures record retention guidelines are followed.
- Evaluates the effectiveness of existing safety and health related programs and activities.
- Serves as a resource for safety related questions and issues.
- Meets with Risk Manager regularly and often to review claims and work assignments.
- Maintains and updates confidential employee personnel files; maintains absolute confidentiality of all work related matters of a sensitive nature.
- May attend and participate in risk management professional organizations and committees; reads journals, newsletters and other publications to review current information regarding risk management laws and best practices.
- Maintains professional and effective working relationships by providing exceptional customer service.
- Maintains regular attendance and punctuality.

PERIPHERAL DUTIES

- May serve as Risk Management representative on City department safety committees.
- May assist HR staff on occasion.
- Performs other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and experience:

- AA Degree or two years of college coursework in Risk Management, Public or Business Administration; or high school diploma/GED with an equivalent combination of education and significant experience sufficient to successfully perform the essential duties of the job such as those listed above.

- Five years of experience in accident and loss control programs, claims management, working with spreadsheets, and training program development is necessary.

Necessary Knowledge, Skills and Abilities:

Knowledge: Business English, spelling, grammar and punctuation; Modern office practices, procedures and equipment to perform office functions in an efficient manner; Principals, practices and techniques relating to public entity, liability and workers' compensation insurance in the state of Arizona; Workers' compensation and/or liability and property claims procedures and accident/injury investigations; OSHA, ADOSH, NFPA, DOT, and related safety standards; Safe operation of trenching equipment, forklifts, backhoes, aerial lifts or bucket trucks, and similar equipment; Principles associated with the provisions of a safe working environment, as well as safe working practices and procedures in general; Principles associated with the provisions of a safe working environment, as well as safe working practices and procedures in general; Insurance terminology and appropriate medical terminology and diagnoses.

Skills: Use of computer keyboard devices, effectively making decisions based on a limited amount of information, computer software programs such as spreadsheets, desktop publishing, PowerPoint, Word, website management; Skilled in the execution of delivering excellent customer service; Skill in understanding, interpreting and applying relevant City rules and regulations, as well as, applicable laws, rules and policies; Skill in assembling data and preparing summaries, analysis, recommendations and reports; Skill in applying principles of loss prevention, risk identification and risk transfer; Skill in reading and understanding insurance policies; Skill in working under pressure of deadlines, and establishing cooperative working relationships with employees, officials, other agencies and the general public; Skill in identifying needs, preparing, conducting and coordinating loss prevention training.

Abilities: Communicate clearly and concisely both orally and in writing; Speak clearly in a well-modulated voice at an acceptable speed; Make appropriate decisions in crisis or emergency situations; Establish and maintain effective working relationships with those contacted in the course of assignment; Work effectively under extremely stressful conditions; Plan, organize, coordinate and prioritize multiple tasks and projects; Write legibly; Memorize, retain and accurately recall information; Adapt to constantly changing situations and effectively take appropriate action; Read, understand and interpret moderately difficult to complex written information; Safeguard confidential or sensitive information; Work within deadlines in order to complete assignments within a designated time period; Effectively track and record claim information; Work in a fast moving environment with constant interruptions; Maintain moderately complex clerical and statistical records; Maintain confidential employee information and medical records; Use logical and creative thought processes to develop effective solutions; Demonstrate ability to maintain a high degree of organization, prioritization, coordination, and communication, with attention to detail and accuracy.

SPECIAL REQUIREMENTS

Valid Arizona State Driver's License. Demonstrate ability to maintain a high degree of organization, prioritization, coordination, and communication, with attention to detail and accuracy.

WORK ENVIRONMENT

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature:_____

Date:_____

Employee Printed Name:_____